

Getting Started in Managed IT

Investments and Commitments for Collabrance Service Providers

A list of the required essentials for the successful delivery of managed IT

Investments

Subject matter expert (SME)

Hire a dedicated sales professional and SME trained according to the PathShare HR success profile for managed IT sales and 100% dedicated to selling managed IT.

Project engineer

Hire an engineer with tier 2 expertise, trained according to the PathShare HR success profile to help with pre-sales solutioning, onboarding and project work.

Field technician

Hire a technician with tier 1 expertise, trained according to the PathShare HR success profile to assist with service escalations and onsite support when needed. (This role can be a shared resource within your company.)

Training & education

Make the financial investment in upfront training completed onsite at the Collabrance headquarters and commit to ongoing educational opportunities thereafter.

Commitments

C-level champion

Ensure the business owner is involved in the planning process with Collabrance, and assign an internal C-level champion responsible for the company's launch and advancement of managed IT.

Build compensation structure

Work with PathShare HR Services to develop compensation plans that incentivize managed IT sales.

Develop a lead generation strategy

Determine your target customer profile and train your sales team to identify attractive prospects. Establish a monthly lead quota and create an accountability and incentive plan to ensure a consistent flow of leads.

Aim to close one deal per SME per month

Establish an activity and accountability plan with the goal of your SME closing at least one managed IT deal per month, targeting an average MRR of \$1,500.

Participate in pre-proposal meetings with Collabrance

Require that all service and support personnel directly involved with managed service delivery attend five pre-implementation meetings with the Collabrance team before conducting customer onboarding.

Participate in alignment meetings with Collabrance

All company stakeholders, including owner, C-level champion, SME, project engineer and field technician to participate in regular meetings with all functions of the Collabrance team to align on goals, discuss ongoing strategy and evolve the partnership.